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APPLICANTS
Yevgeniy Petrovykh, Walnut Creek, CA; 1/4/04

** CONTINUING DATA *************************
THIS APPLICATION IS A CIP OF 09/766,271 01/18/2001 1/4/04
WHICH IS A CIP OF 09/710,042 11/08/2000

** FOREIGN APPLICATIONS ******************** None 1/4/04

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 09/12/2001

Foreign Priority claimed ☐ yes ☒ no	STATE OR COUNTRY CA	SHEETS DRAWING 11	TOTAL CLAIMS 42	INDEPENDENT CLAIMS 3
35 USC 119 (a-d) conditions met ☐ yes ☒ no ☐ Met after Allowance				
Verified and Acknowledged Examiner's Signature Initials				

ADDRESS
24739

TITLE
Method and apparatus for intelligent routing of instant messaging presence protocol (IMPP) events among a group of customer service representatives

FILING FEE RECEIVED 1106	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ All Fees
		☐ 1.16 Fees (Filing)
		☐ 1.17 Fees (Processing Ext. of time)
		☐ 1.18 Fees (Issue)
		☐ Other _____
		☐ Credit